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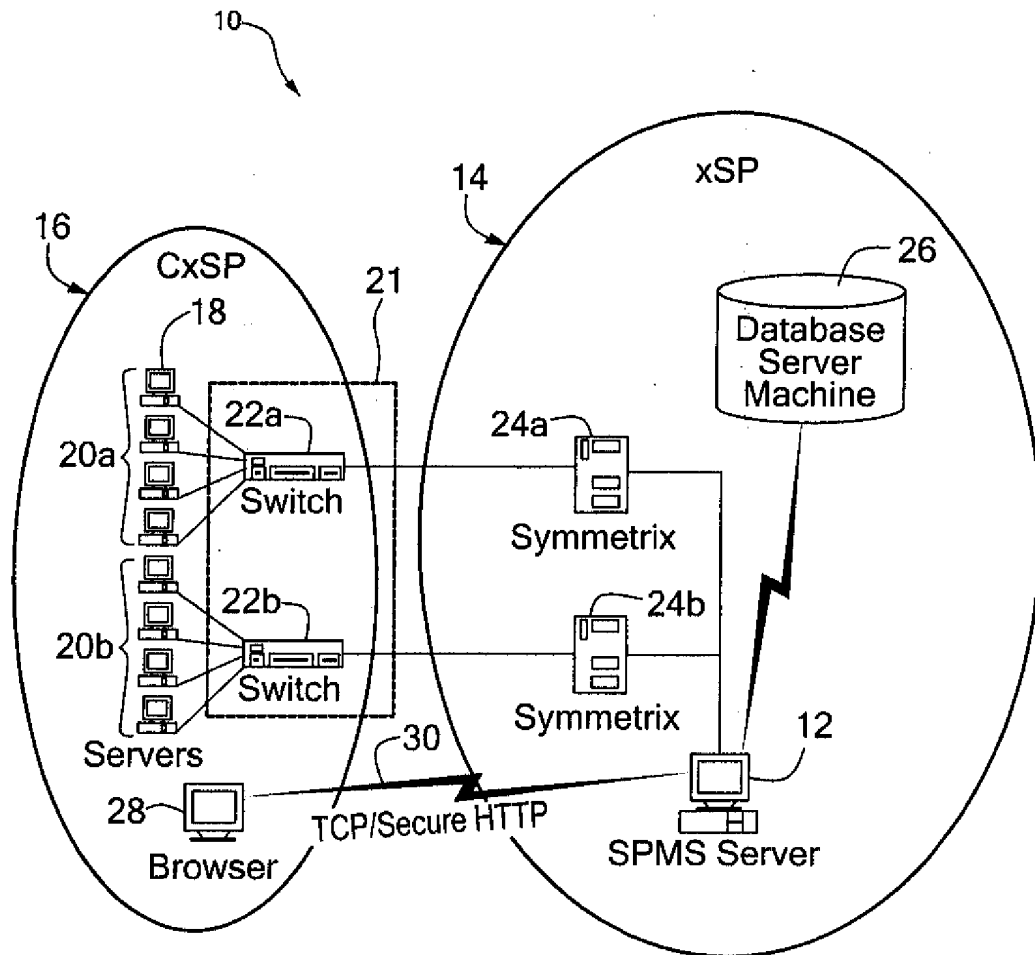


FIG. 1

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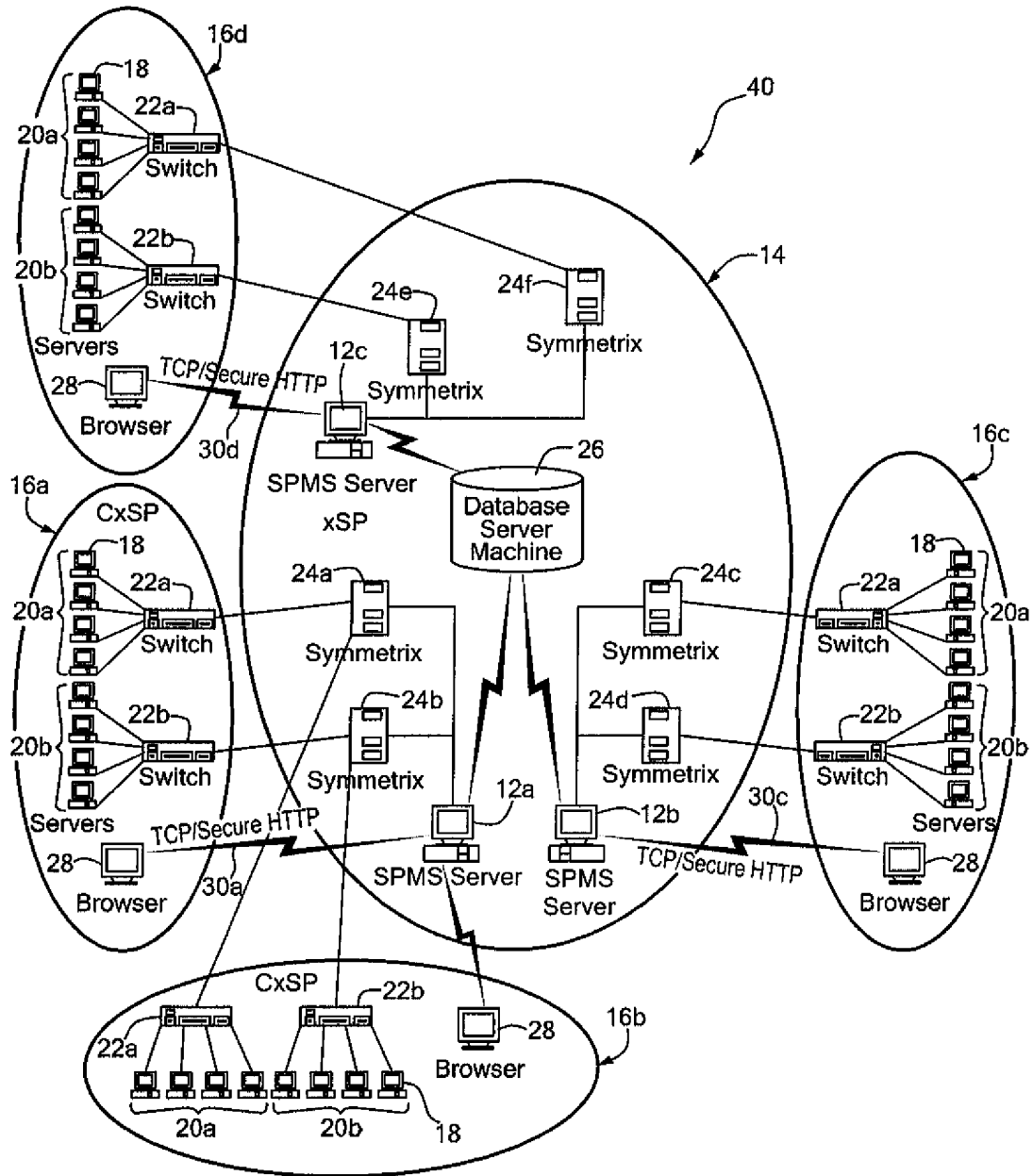


FIG. 2

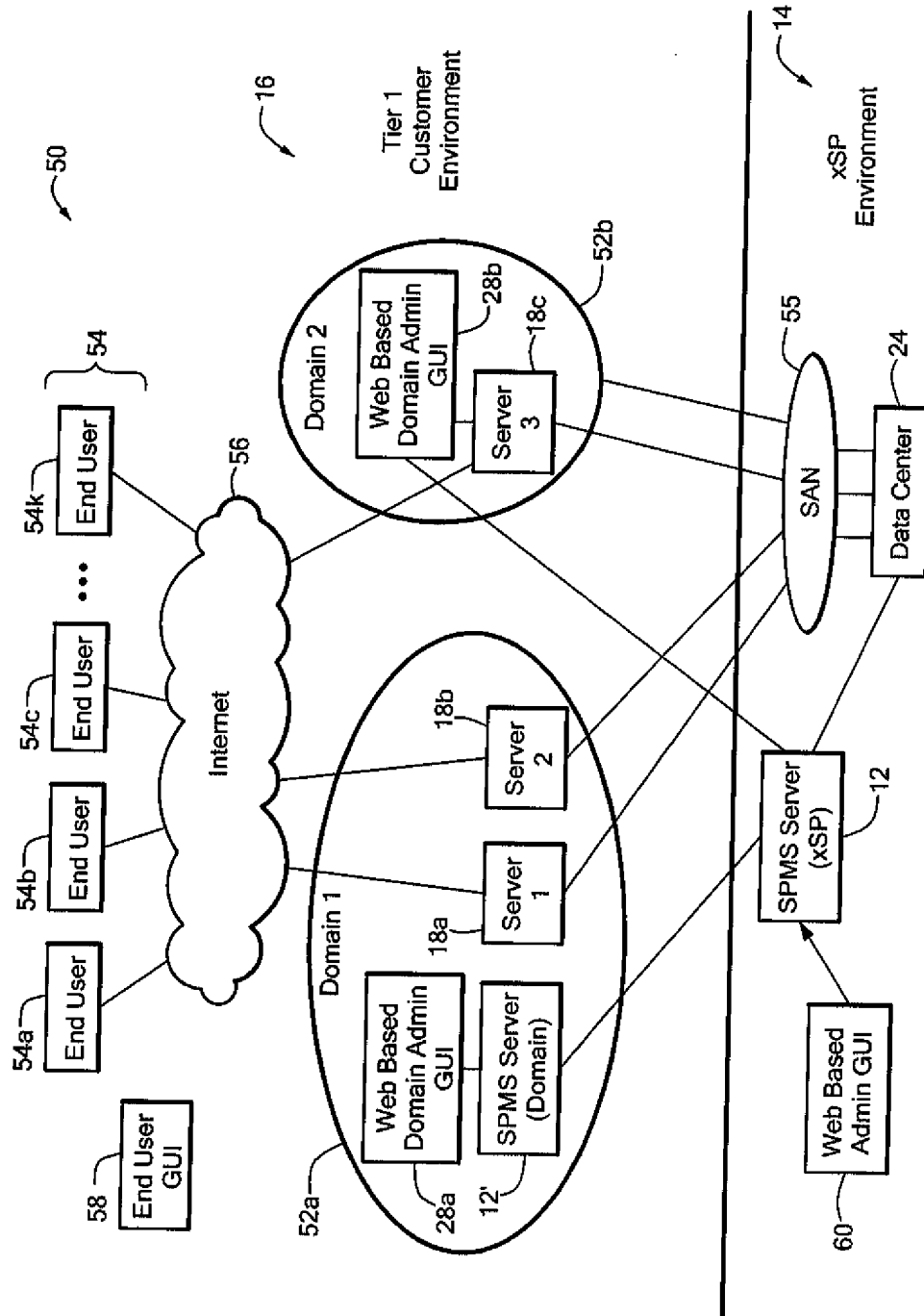


FIG. 3

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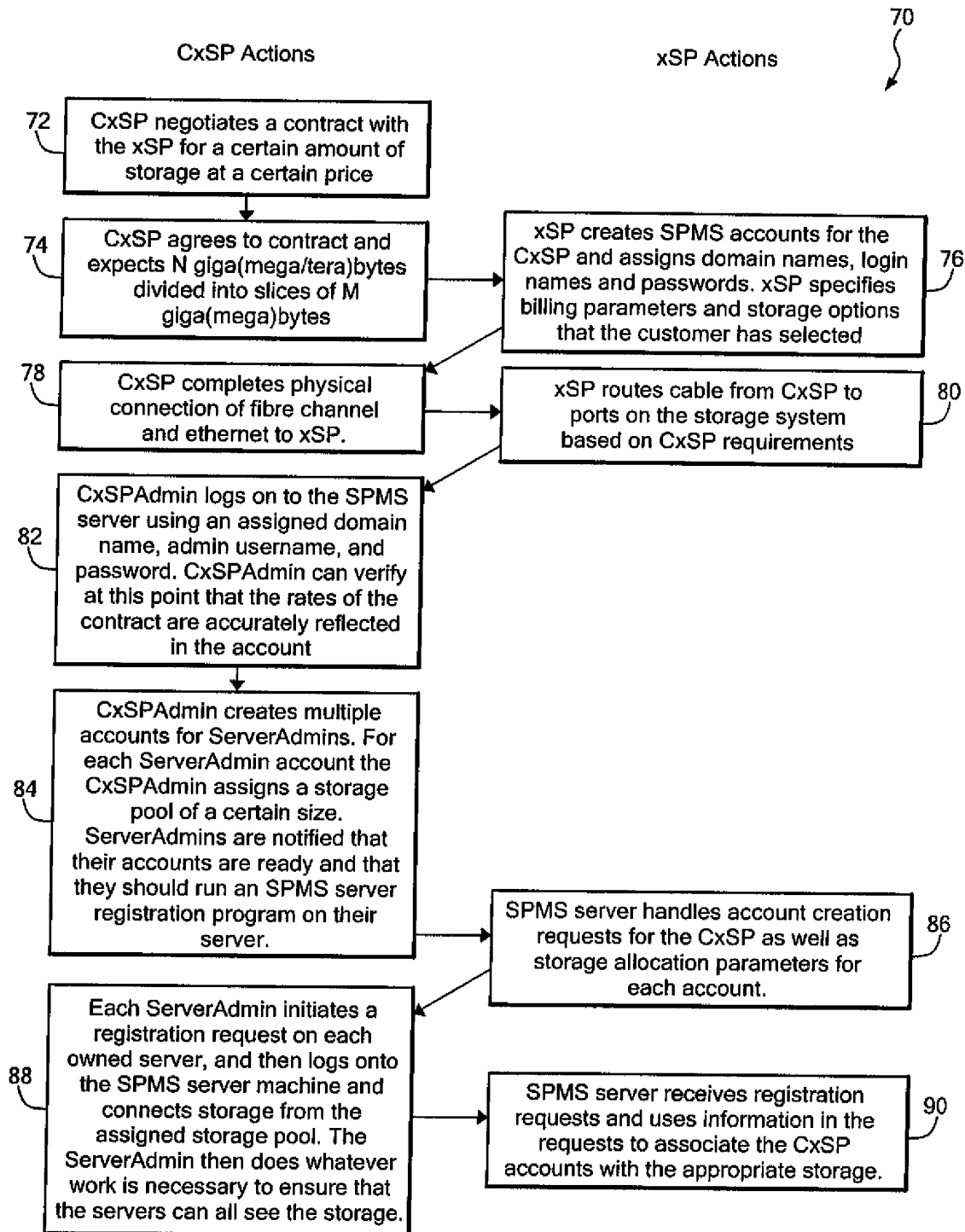


FIG. 4

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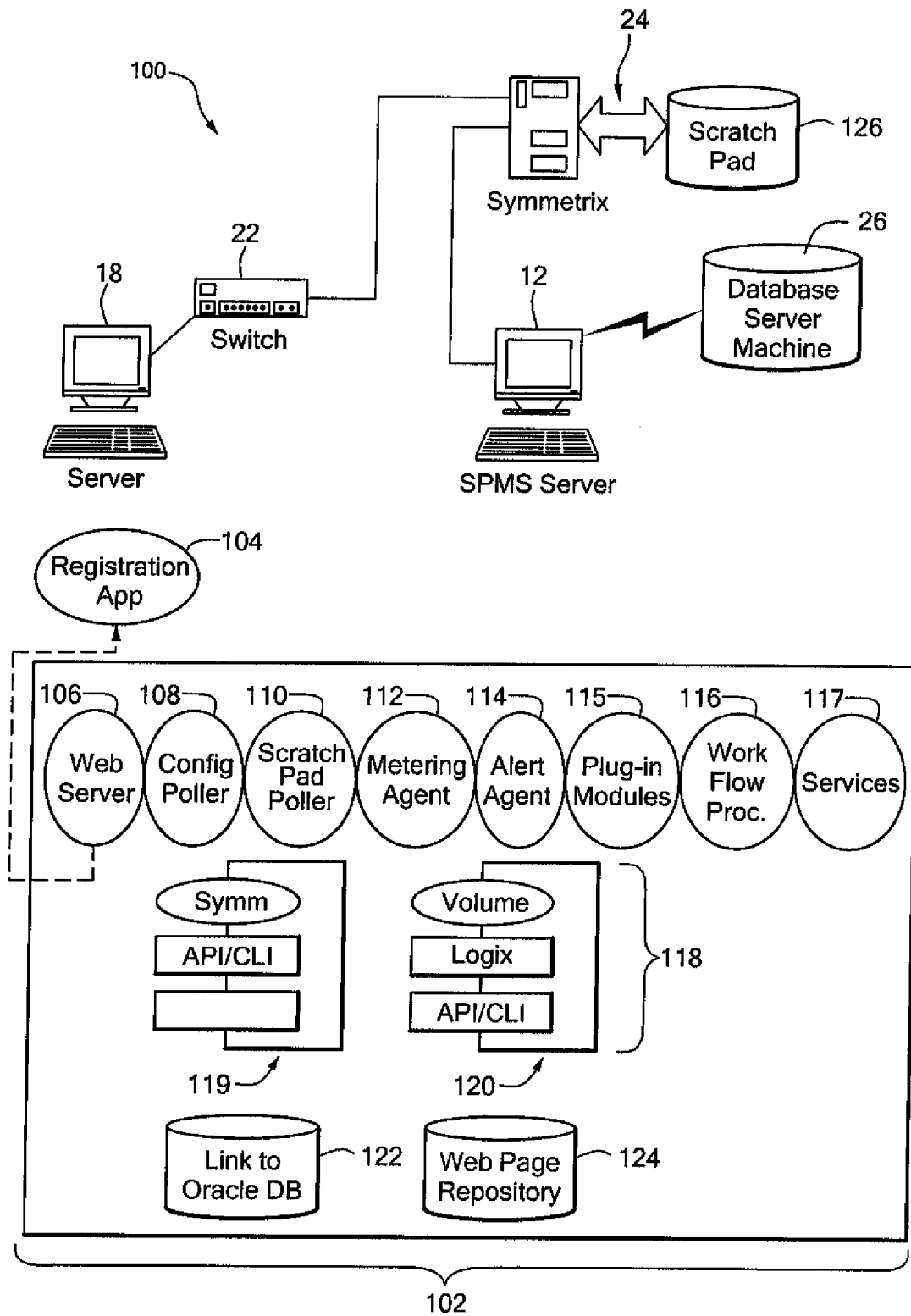


FIG. 5

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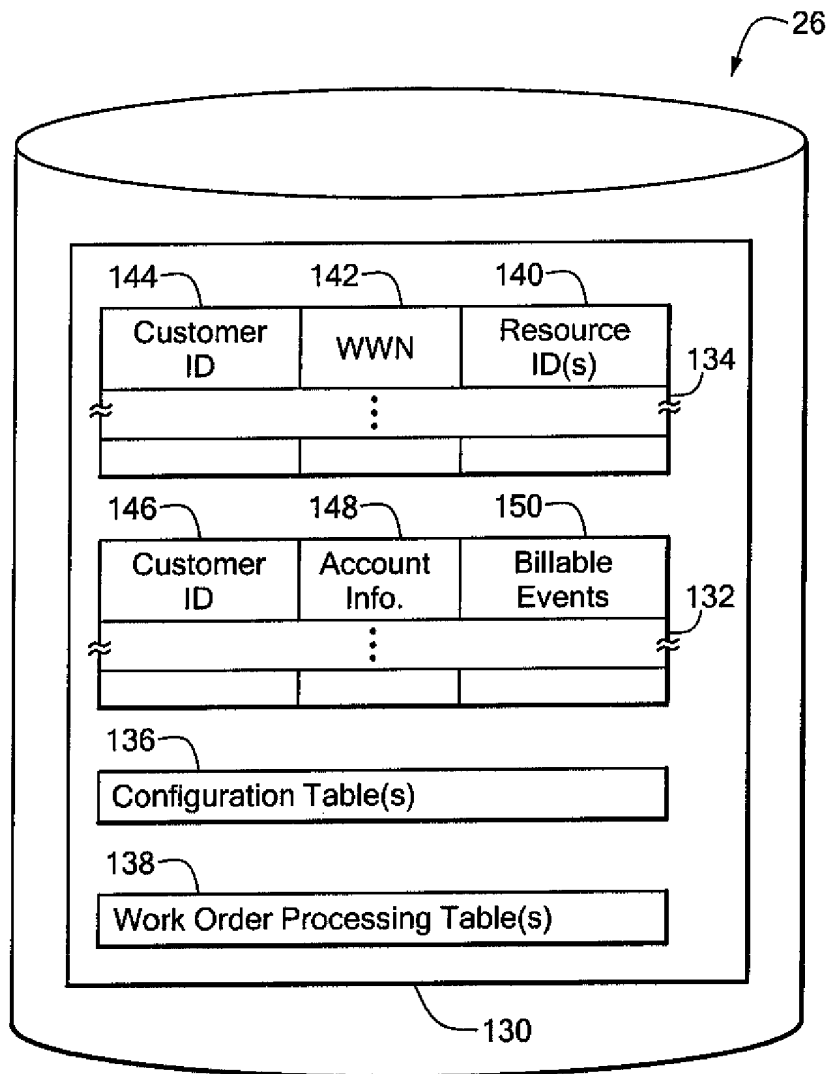


FIG. 6

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162	Customer ID	164	Work Order ID	166	Type of Work Order Request	168	Parameter(s)/Argument(s)	170	Date/Time Submitted	172	Description or Comments	176	...	174	State
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FIG. 7

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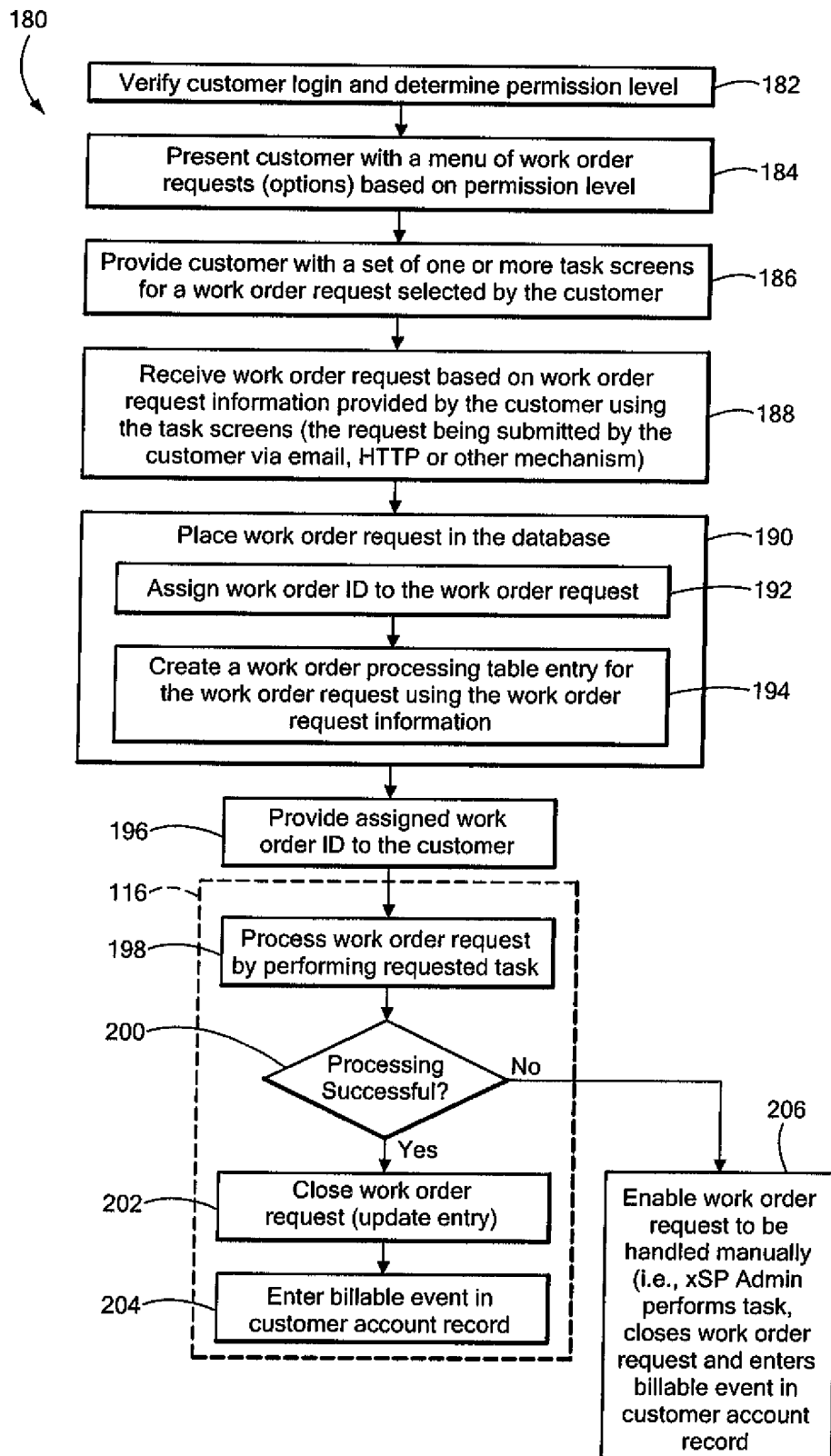


FIG. 8